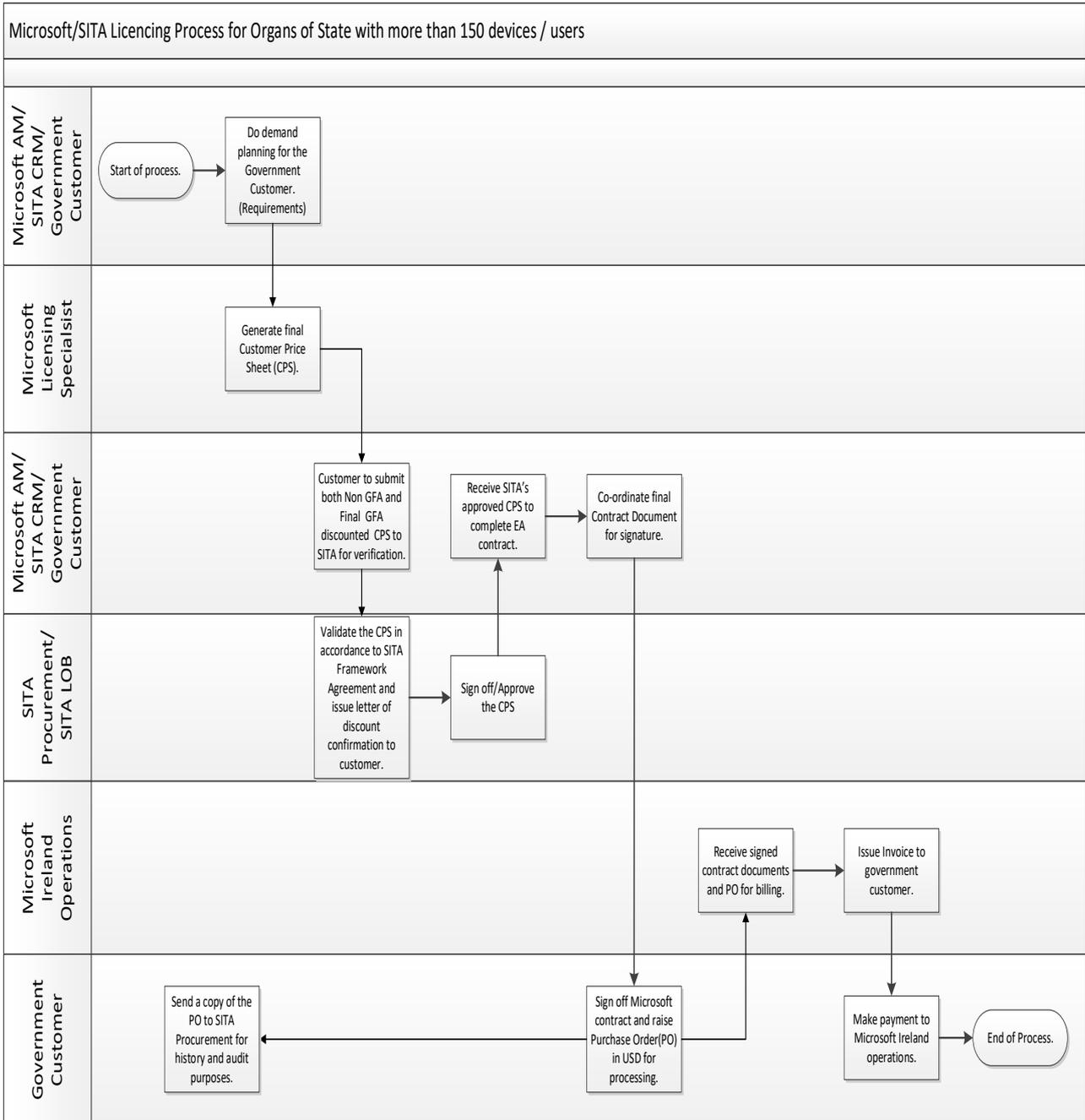MICROSOFT ENGAGEMENT MODEL

1 PURPOSE OF DOCUMENT

This is the Microsoft Engagement Model.

2 UTILISATION OF ENTERPRISE AGREEMENT NEW OR RENEWAL OF LICENCES

New or Renewal of Licences, organs of state with more than 150 licenses

Microsoft/SITA Licencing Process for Organs of State with more than 150 devices / users

STEP 1: **Microsoft Account Executive / SITA CRM/Government Customer**.

Each organ of state (Government Customer) together with SITA must develop and maintain a demand plan relating to the deployment and utilization of Microsoft licences for at least three (03) years.

After the demand planning, SITA CRM and Government Customer with the assistance of the Microsoft Account Manager, they will create a bill of Material based on the Customers requirements.

Step 2: Microsoft Licensing Specialist.

The Microsoft Licencing specialist will generate a preliminary Customer Pricing Sheet (CPS) based on the consolidated requirements in US dollars.

The preliminary CPS is an indicative quotation only and can be changed to meet customer requirements. Once the Government end customer is satisfied that all their procurement requirements are represented in the CPS, an agreement is reached to generate a final CPS. The final CPS is then sent to the Microsoft Account Executive.

Step 3: Microsoft Account Executive /SITA CRM

The Microsoft Account Executive and SITA CRM will ensure that in addition to the government end customer accepting the final CPS, they also sign and submit the required documents to SITA procurement for validation of the pricing against the Enterprise Agreement. The government customer will submit a formal request to SITA requesting confirmation of GFA discount.

Step 4: SITA Procurement.

The SITA CRM team will request Final CPS and Prelim CPS without GFA discount from Microsoft for the Government end customers New EA or EA Renewal. The SITA procurement manager will validate the final CPS in accordance with enterprise agreement pricing and discount structure and send a discount confirmation letter to the government customer.

Step 5: Sign off/approves.

The full pack of documents that consist of government signed Microsoft Enterprise Agreement, signed customer pricing sheet, validation of CPS signed by procurement official will submitted to HoD for sign off /approval.
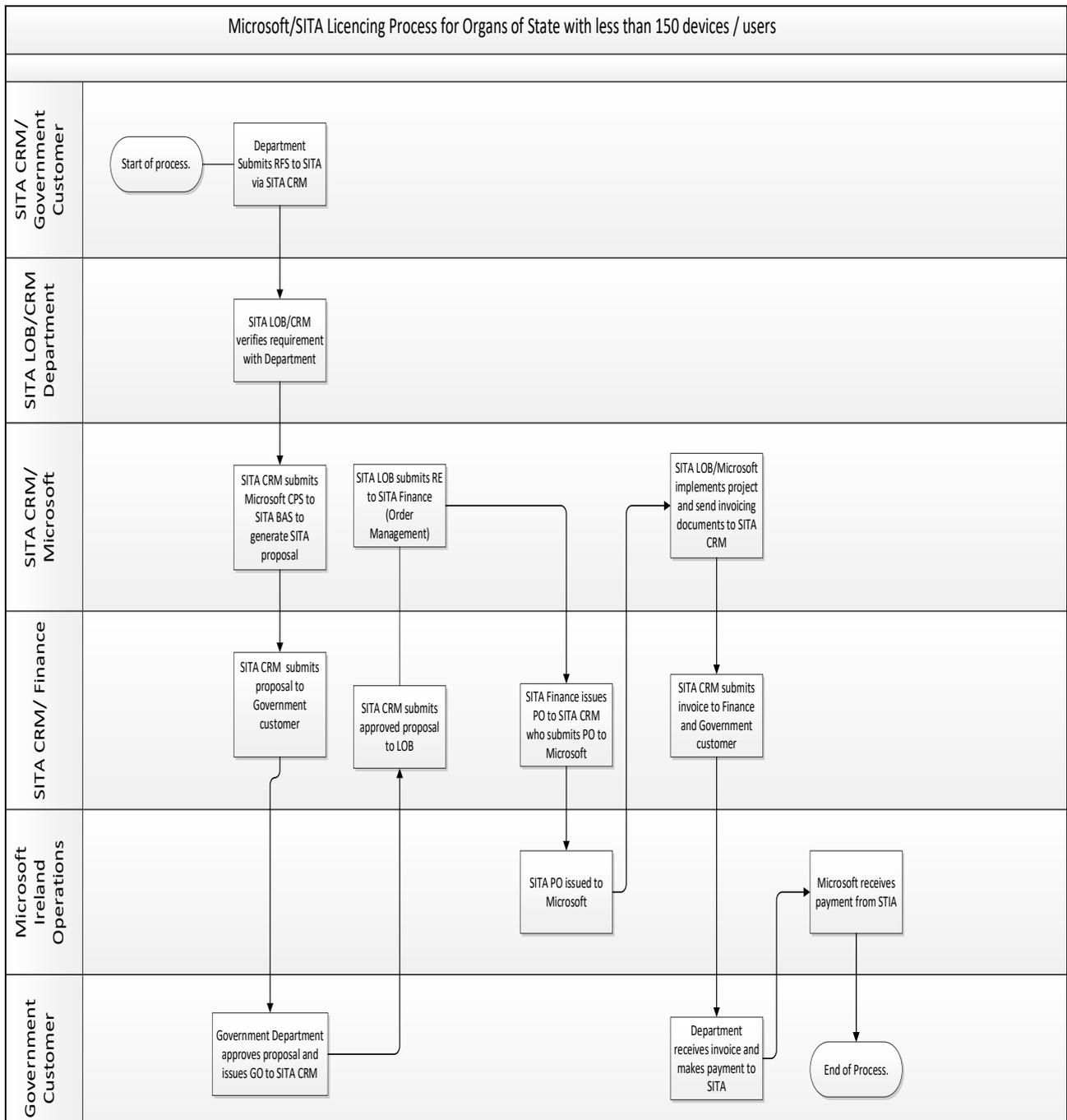
Step 6: Microsoft Account Manager/SITA CRM

The Microsoft Account Executive and SITA CRM will receive approved CPS to complete enterprise agreement for the Government end customer. Thereafter, the Microsoft Account Executive will coordinate the final contract documents for signature by Government Customer.

Step 7: Government Customers.

Government Customer signs off Microsoft contract and raises purchase order (PO) in USD for processing. Government customer must send a copy of the government order to SITA procurement for history and audit purposes. Microsoft Ireland Operations will receive a signed contract documents and the PO for subsequent invoicing/billing to government customer.

New or Renewal of Licences, organs of state with less than 150 licenses

Microsoft/SITA Licencing Process for Organs of State with less than 150 devices / users

SITA CRM/ Government Customer
- Start of process.
- Department Submits RFS to SITA via SITA CRM

SITA LOB/CRM Department
- SITA LOB/CRM verifies requirement with Department

SITA CRM/ Microsoft
- SITA CRM submits Microsoft CPS to SITA BAS to generate SITA proposal
- SITA LOB submits RE to SITA Finance (Order Management)
- SITA LOB/Microsoft implements project and send invoicing documents to SITA CRM

SITA CRM/ Finance
- SITA CRM submits proposal to Government customer
- SITA CRM submits approved proposal to LOB
- SITA Finance issues PO to SITA CRM who submits PO to Microsoft
- SITA CRM submits invoice to Finance and Government customer

Microsoft Ireland Operations
- SITA PO issued to Microsoft
- Microsoft receives payment from STIA

Government Customer
- Government Department approves proposal and issues GO to SITA CRM
- Department receives invoice and makes payment to SITA
- End of Process.

STEP 1: Customer License Requirement Consolidation.

Each organ of state (Government Customer) together with SITA must develop and maintain a demand plan relating to the deployment and utilization of Microsoft (MS) licences for at least three (03) years.

After the demand planning, SITA CRM and Government Customer with the assistance of the Microsoft Account Manager, they will consolidate the demand plans.

Step 2: Compile Customer Pricing Sheet (CPS).

The Microsoft Licencing specialist will generate a preliminary customer pricing sheet (CPS) based on the consolidated requirements in US dollars.

The preliminary CPS is an indicative quotation only and can be changed to meet customer requirements. Once the Government end customer is satisfied that all their procurement requirements are represented in the CPS, an agreement is reached to generate a final CPS. The final CPS is then sent to the Microsoft Account Executive and SITA LOB. SITA LOB submits Microsoft CPS to SITA PSS to generate SITA proposal. SITA CRM then submit generated proposal to Government customer.

Step 3: Government Customer.

Government customer approves proposal and issue Government Order to SITA CRM within 14 calendar days for SITA Finance to issue PO to MS LSP. Should SITA Finance not receive a Government Order within 14 calendar days, the proposal will lapse, and SITA CRM will have to log new call again with PSS to issue new proposal.

Step 4: SITA CRM and Finance.

The SITA CRM submits approved proposal and Government Order to SITA Finance. SITA Finance issues PO to SITA CRM, who submits to Microsoft.

Step 5: Microsoft.

MS creates the final CPS based on the Prelim CPS, Government end customer & SITA's Order. The Final CPS is validated and checked by a MS internal secondary review team. For Secondary review team to do the final check and approve, MS needs the following from SITA:

1. Email where SITA Proposal is shared with Government end customer,
2. PO from Government end customer to SITA??,
3. SITA PO to Microsoft,
4. There may be additional requirements depending on the deal and feedback from the review team.

Once Final CPS is approved internally by MS, Final documentation (Program Signature From, Customer Price Sheet (CPS) and Amendment (If applicable)) shared with SITA CRM for signature.

As soon as MS receive signed documents, it will be submitted for processing and invoice will be send to SITA CRM.

Step 6: SITA CRM/Finance and Government Customers.

SITA CRM submit invoice to Government Customer and Finance. Department receive invoice and make payment to SITA. SITA receives payment and pay Microsoft on behalf of the customer. Payment is strictly 15 calendar days from date of invoice. Should the invoice not be paid in the within 15 calendar days, the customer will be liable for any foreign exchange rate losses and will be invoiced for the difference of any negative foreign exchange rate movement as a result of the delay in payments.

3   UTILISATION OF PROFESSIONAL SERVICES

Microsoft/SITA Professional Services Process
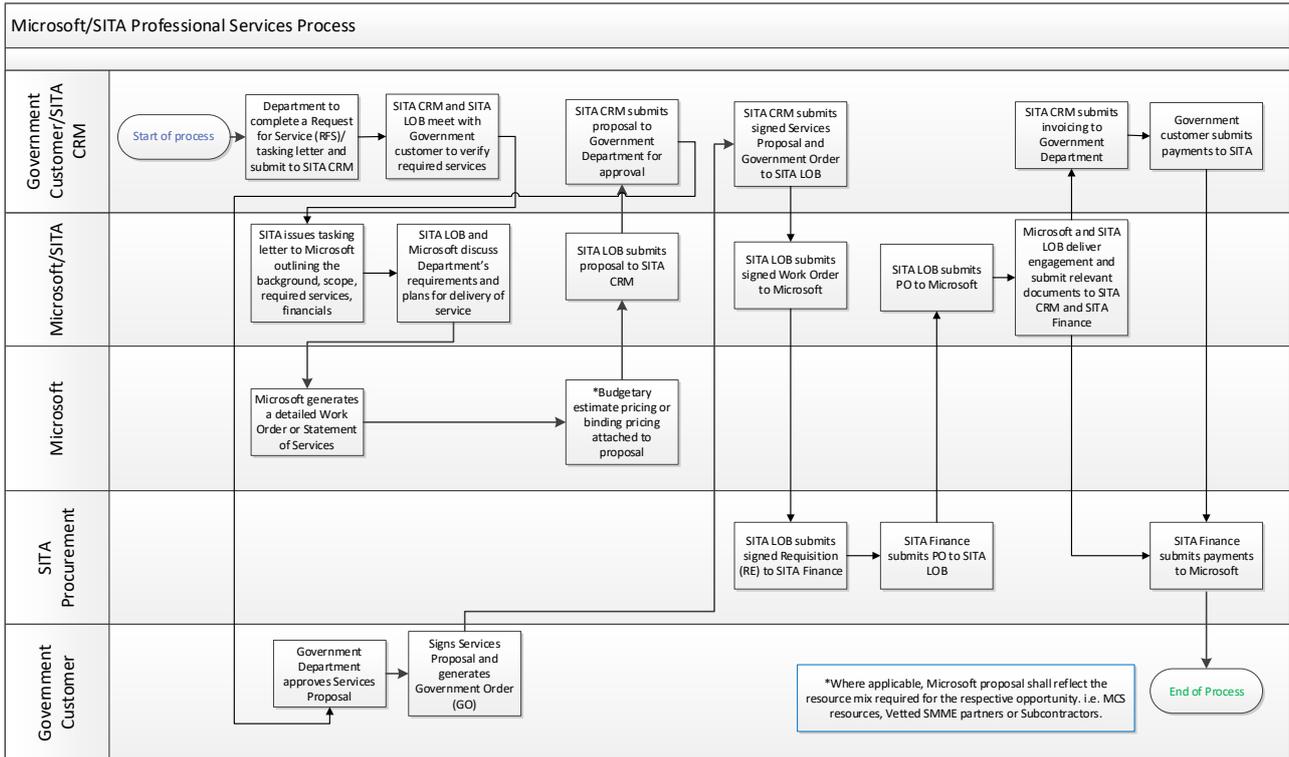
STEP 1: Government Customer / SITA CRM.

The Government Department needs to complete a Request for Service (RFS) / tasking letter and submit to SITA CRM.

STEP 2: Government Customer / SITA CRM.

SITA CRM and SITA LOB will meet with Government Customer to verify required services.

STEP 3: Microsoft / SITA.

SITA issues a detailed tasking letter to Microsoft outlining the background, scope, required services, financials.

STEP 4: Microsoft / SITA.

SITA LOB and Microsoft will discuss Department's requirements and their plans for delivery of service.

STEP 5: Microsoft.

Microsoft then generates a detailed Work Order or Statement of Services.

STEP 6: Microsoft.

Budgetary estimate pricing or binding pricing attached to proposal.

STEP 7: Microsoft / SITA.

SITA LOB (PSS) submits proposal to SITA CRM.

STEP 8: Government Customer / SITA CRM.

SITA CRM submits proposal to Government Department for approval.

STEP 9: Government Customer.
Government Department approves Services Proposal.

STEP 10: Government Customer.
The Government Department signs the Services Proposal and generates a Government Order (GO).

STEP 11: Government Customer / SITA CRM.
SITA CRM submits the signed Services Proposal and Government Order to SITA LOB.

STEP 12: Microsoft / SITA.
SITA LOB submits signed Work Order to Microsoft.

STEP 13: SITA Procurement.
SITA LOB submits signed Requisition (RE) to SITA Finance.

STEP 14: SITA Procurement.
SITA Finance submits PO to SITA LOB.

STEP 15: Microsoft / SITA.
SITA LOB submits PO to Microsoft.

STEP 16: Microsoft / SITA.
Microsoft and SITA LOB deliver services (SITA project governance process) and submit relevant documents to SITA CRM and SITA Finance.

STEP 17 (a): Government Customer / SITA CRM.
SITA CRM submits invoicing to Government Department.

STEP 18 (a): Government Customer / SITA CRM.
Government customer submits payments to SITA.

STEP 19 / STEP 17 (b): SITA Procurement.
SITA Finance submits payments to Microsoft.

STEP 20 / STEP 18 (b): Government Customer.
End of Process.